

the memorandum card copy are unavailable, the traveler or person in charge shall promptly forward written notification of the change to the office that issued the GTR. The carrier shall bill charges for the changed or lesser cost service to avoid subsequent adjustments with the Government.

§ 101-41.208-4 Issuance and use of sleeping or parlor car tickets when accommodations are not assigned.

(a) At the time a traveler presents a GTR authorizing sleeping or parlor car accommodations, the ticket agent shall issue a ticket therefor even if there is no guarantee that the accommodations will be available. This situation arises when a reservation cannot be made in advance for sleeping or parlor car service authorized to begin:

- (1) At an intermediate point;
- (2) At the initial point of travel but space is currently exhausted; or
- (3) At the return portion of a round trip.

(b) It is incumbent upon the traveler holding such ticket to obtain an actual space assignment immediately upon arrival at the point where the authorized accommodations are to be furnished. When the service supplied is different or of a lesser value than that authorized by the ticket, the traveler shall secure written acknowledgment of that fact from the local ticket agent or conductor assigning the space and submit it promptly with a written report of the facts and circumstances, including reference to the number of the GTR exchanged for the ticket, to the office that issued the GTR. The traveler shall also forward with that report any unused tickets or transportation coupons in his possession.

[42 FR 36672, July 15, 1977; 42 FR 41128, Aug. 15, 1977]

§ 101-41.208-5 En route honoring of GTR's for rail and sleeping or parlor car services.

(a) When there is no ticket agent on duty, necessitating that tickets for rail transportation and/or sleeping or parlor car services be obtained at the nearest available point en route, the conductor shall:

(1) Honor the GTR to the first station en route where such tickets can be obtained;

(2) Endorse on the back of the GTR over his signature the points between which it was honored without tickets; and

(3) Obtain the signature of the traveler below the endorsement.

(b) The ticket agent at the station en route shall issue rail and/or sleeping or parlor car tickets from the initial point of service authorized on the GTR in exchange for the GTR.

§ 101-41.208-6 En route honoring of GTR's for sleeping or parlor car services only.

When a GTR is presented on the train for sleeping or parlor car accommodations only, it shall be honored by the conductor.

§ 101-41.208-7 Honoring of GTR's by bus drivers.

(a) When a GTR is presented direct to a bus driver:

(1) At a bus station not supplied with the proper ticket forms;

(2) At a nonagent station or flag stop; or

(3) At a station at which the ticket office is not open for the sale of tickets, the bus driver shall honor the GTR to destination or arrange for its exchange for a ticket at some intermediate point.

(b) When the GTR is exchanged at an intermediate ticket office, it shall be endorsed to show clearly that transportation was furnished from the point of origin of travel, not from the intermediate point at which the GTR was exchanged for a ticket.

§ 101-41.209 Unused transportation services or accommodations.

§ 101-41.209-1 Reporting unfurnished or unused transportation services or accommodations.

(a) An individual traveler or a person in charge of a group of travelers shall promptly submit to the appropriate office of his agency any unused tickets or coupons as well as a report identifying the appropriate GTR and setting forth pertinent facts if:

(1) Travel is terminated short of the authorized destination;

(2) Services actually furnished are different or of a lesser value than those authorized and the GTR cannot be so endorsed; or

(3) The return portion of a round trip ticket is not used.

(b) Lacking unused tickets or coupons as evidence of the unfurnished services, the traveler or person in charge of the group of travelers shall obtain written acknowledgement of the situation from the carrier's representative for submission with the report. If transportation and/or accommodations are furnished for a lesser number of persons than specified on a party ticket, the carrier's conductor or ticket collector shall note on the ticket or coupon the number of persons actually transported and the number and type of accommodations furnished.

§ 101-41.209-2 Adjustments for unfurnished or unused transportation services or accommodations.

All adjustments for unfurnished or unused services in connection with Government transportation must be processed through a Government agency. Travelers, issuing officers, or private individuals are not authorized to receive refunds, credits, or any other negotiable instruments for unfurnished services or unused tickets or portions thereof issued in exchange for GTR's. Carriers are accountable to the Government for refunds or adjustments improperly made to issuing officers or individuals traveling at Government expense. (See § 101-41.210 for procedures for collecting the value of unused or unfurnished services.)

(31 U.S.C. 3726 and sec. 205(c), 63 Stat. 390; 40 U.S.C. 486(c))

[48 FR 27235, June 14, 1983]

§ 101-41.209-3 Cancellation of reservations.

A traveler shall cancel reservations for transportation services and/or accommodations as soon as he knows that such reservations will not be used. Failure of a traveler to take such action may subject him to liability for cancellation charges assessed by the carrier.

§ 101-41.209-4 Denied boarding compensation.

Each traveler shall be made aware that the tariffs of certain scheduled air carriers require the payment of liquidated damages in certain situations if the carriers fail to provide confirmed reserved space. Since the individual's travel on official business is for the account of the United States, the Government would be damaged by the delay or failure and would be entitled to reimbursement if a carrier is liable under its tariff provisions for liquidated damages. Thus the traveler who has been denied confirmed reserved space shall ensure that the liable carrier shows on the compensation check the "Treasurer of the United States" as payee. The traveler shall give the carrier a receipt for the check, retain a copy of the receipt, and forward the check with the copy of the receipt to his agency for deposit.

§ 101-41.210 Ticket refund procedures.

Agencies shall not revise carrier bills or require carriers to rebill items. Sections 101-41.210-5 and 101-41.210-6, respectively, contain procedures for recovering from carriers the value of exchanged, returned, or unused tickets when the carrier fails to make refund or otherwise satisfy an SF 1170 claim, or involves unused transportation services billed by foreign-flag carriers.

[50 FR 49846, Dec. 5, 1985]

§ 101-41.210-1 Exchanged or returned tickets.

(a) Exchanged or returned tickets are tickets in a carrier's possession for which the carrier has issued a lesser valued ticket, receipt, or refund application showing a refund due the U.S. Government. Agencies shall not submit an SF 1170 to the carrier to claim a refund for the unused value of an exchanged or returned ticket. Carriers are required to make refunds to the "bill charges to" office indicated on the GTR within 60 calendar days from date of ticket exchange. Agencies must provide travelers with a "bill charges to" address by attaching a copy of the GTR or some other document containing the information to the ticket